



Enter and View Report
Meadowfield Surgery

Tuesday 3rd July (1pm-4.30pm)



Authorised Representatives: Anne Glynn and Jean Snow

Volunteer Support Officer: Claire Cowell

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Acknowledgements, disclaimer and context

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.

Purpose of the visit

We ran a successful pilot with two surgeries in 2017, where we used 'appreciative questions' to explore what was working well in surgeries as well as one area for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

'Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.'

Brian Woodhouse, Practice Manager

We wrote to all Practice Managers and Patient Reference Group Chairs (Appendix A) to offer them the opportunity to request an Enter and View visit, to either gather overall patient feedback or explore a particular topic.

Meadowfield Surgery (one of five practices that are part of 'The Medical Group') requested a visit as they were keen to listen to their patients and learn from their feedback.

Planning and preparation

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in. We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.

We advertised the visit in advance (appendix C) and Hayley Jones (Lead Receptionist) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

Information and data

At this surgery we used two authorised representatives and carried out 24 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

One survey was completed prior to the visit.

A representative observed activity and spoke to people during our four hour visit, to collect their own independent impressions of the practice and its services, which they recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the practice, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Professionalism and Empathy of staff

“There is a friendly and caring atmosphere”

“Being listened to and attended to quickly-makes me confident that I’m on the right path to recovery”

“GPs and staff are very pleasant”

“Dr Wally-he’s great, listens to me and I feel he takes more notice”

“Excellent-I have a long term health issue but because my doctor knows me personally, I can be honest with him”

Appointment availability/system

“Quicker appointments would be better”

“Keeping the present appointments system is the one most important thing to me”

“No appointments left by 8.10am”

“I never wait long to be seen”

“You can get a quick appointment”

Services and the Environment

“Never had any bad experiences-all good”

“Location-not too far (and next to the pharmacy)”

“Knowing the doctors and who I can expect to see- is important to me”

“Car Parking could be better”

“The care is excellent, mental health-they are skilled and the practice manager is outstanding”

What we observed

The patients we observed in Meadowfield Surgery appeared to be happy with the services overall

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

Effectiveness of the physical space and layout

We observed a clean and friendly surgery with good access and busy onsite parking. There was soft background music playing as well as a TV monitor screen running, giving health related information. The reception area had enough space to allow users to talk to staff without being overheard and users seemed sensitive to this.

Layout of the seating was comfortable and offered some higher level seating for users with mobility difficulties. The space came across as child friendly with a designated area for youngsters to play with toys, and also the addition of the display of children's art work at the reception.

Information and publicity on noticeboards was clearly defined and in order/well set out, so that users could identify information of personal interest.

There was a digital screen calling people to their appointments with an additional audio beep to notify patients.

Service and Positive social interaction

We observed a clear system around having visitors to the surgery and were asked to sign in, complete confidentiality forms and display/wear visitor badges.

Patients were very happy to talk to us and share their experiences at the surgery, with Healthwatch County Durham representatives.

There was good communication between reception staff and patients, professional but friendly social interaction was apparent.

We observed that reception staff were able to manage difficult situations with confidence and calmness. Clearly staff knew the procedure for dealing with potentially dangerous situations that arose as we witnessed this-the staff were able to manage one of these situations without disrupting or upsetting other patients, or users.

Recommendations for Meadowfield Surgery

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. One of the most conveyed messages from the patients on the day, was how happy they were with the staff. The patients very much valued and appreciated the good relationships and service they receive at the surgery. Patients felt that there is a good balance of professionalism and friendliness between staff and patients and that they are listened to, especially as they know the regular doctors. We witnessed how skilled staff were when dealing with an unforeseen difficult situation. Staff behaviours and culture is clearly to be celebrated and retained here.
2. Being able to make an appropriate appointment was a priority for patients and although some indicated that being able to get a quicker appointment would be better, patients generally said that you could get an appointment quickly and that this system worked well for them.
3. Patients told us that they were happy with the physical space and how important the location of the surgery was. They were satisfied that onsite parking was good although it is can still be difficult to access a parking space. We noted that there might be general members of the public leaving cars at the surgery and going elsewhere. Maybe further signage might discourage the misuse of the surgery car park in this way.
4. There were lots of positive aspects observed with regard to the layout of the surgery such as the good access, airiness and friendly atmosphere. There was a good amount of information and publicity displayed and this was clearly very well managed and in order. Retaining the clearly defined themed areas of information makes it easier for users to access information on particular areas of health and support.

Service provider response

Thank you Healthwatch for visiting our practice at Meadowfield , we hope you were able to take away information and ideas from viewing our practice that will be helpful in your future work and benefit other GP practices. Your visit has certainly helped us focus on not only on what we are doing well, but also on areas where we can improve, in addition it has also highlighted further areas where we would like to develop and improve our service to patients.

It was very satisfying to hear that patients recognised that there is a good balance of professionalism and friendliness between staff and patients, and that this is valued. We noted the mention of how skilled staff were when dealing with difficult situations- we feel, this can be attributed to the fact that often, staff are local, therefore know many of the local people and issues relating to the locality, so that where problems occur they can be dealt with promptly and in an appropriate manner.

With regard to making appointments we are monitoring the system, to deal with 'on the day' urgent appointments. This should allow people to access appropriate appointments more realistically.

We recognise that sometimes parking at the site can be difficult; however we endeavour to remind people through signage, that it is for the use of the users of both the surgery and pharmacy, which can both be very busy at any one time.

We were pleased to see that users recognised that notice boards were being maintained by staff here in order to be kept up to date and relevant to users.

We found the Enter and View visit a great way to get an independent view on the effectiveness of our service and an insight to what was most important to patients, whilst highlighting areas for improvement. We would recommend an Enter and View visit to any practice.

Lesley Hunter (Practice Manager)

Louise Potter (Assistant Practice Manager)

Nicola Hughes (Lead Receptionist)

Appendices

Appendix A



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14 September 2017

Dear Practice Manager and PRG Chair

Enter and View recommendations and opportunity to take part

As part of the 2016/17 work plan, Healthwatch County Durham carried out two positive Enter and View visits in practices that had scored highly in recent Patient Satisfaction surveys and CQC inspections, to hear from patients what they think their practice does well, and to share that learning throughout Primary Care. Patients told us:

- Being listened to and having a variety of contact opportunities, face to face, phone and letter were important to them, as was the empathy and professionalism of staff
- They valued being consulted on any changes and being told why, if their expectations were not met
- There is positive culture at their practice. A culture of team working that promotes no hierarchy seems very valuable and is evident to patients
- The physical space is important to them. They believe this should be well thought out and users given the opportunity to share their views on the environment
- Access to appointments was a real priority for them and they told us their practice has a system that works for them. They valued knowing they could have a same day appointment, even if this is over the phone
- They valued having choice and flexibility around seeing a particular GP, especially where they had an underlying medical support need, as this gave people confidence around effective diagnosis

'The Enter & View experience gives an overall independent view of how practices run and highlight areas of improvement across the board'

Great Lumley Surgery

'In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice'.

Silverdale Family Practice

The full reports are available on our website www.healthwatchcountydurham.co.uk/enter-view-reports and our Board and the Director of Primary Care have now agreed to offer this programme to other practices who would like to use patient voice and independent observations to identify what they are doing well and any areas to improve. To find out more about requesting a visit, please contact Marianne Patterson, Programme Manager at marianne.patterson@pcp.uk.net or 0191 3787695.

Yours faithfully,

BJackson

Brian Jackson, Chair
Healthwatch County Durham

Appendix B

Enter and View Questions for GP practices in County Durham Thank you for your time today. Healthwatch are here to speak to patients about the GP practice and to hear the stories behind your views. We will share that learning with other practices, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your GP practice? (Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)

What is the best thing about your GP practice? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure your GP practice kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

If your practice could do one thing to make it even better, what would that be?

Appendix C

Enter and View-3.7.18

Meadowfield Surgery

Programme

12.55am-1pm	Brief/Programme/Photos	
1.00-2.00pm	Observation	Claire
	Survey	Jean
	Survey	Anne
2.00-3.00pm	Observation	Jean
	Survey	Anne
	Survey	Claire
3.00-4.00pm	Observation	Anne
	Survey	Claire
	Survey	Jean
4.00-4.30pm	Evaluate/Findings/Recommendations	

Tell us about your Surgery!

Tuesday 3rd July 2018

1pm-4pm

Meadowfield Surgery

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Surgery to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is
so good about
Meadowfield Surgery**

www.healthwatchcountydurham.co.uk

Tel: 0191 3787694, Text: 07756 654218
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Durham, DH7 8XL

Tel: 0191 3787694 Text: 07756 654218



Appendix E

Enter and View Notes (Meadowfield Surgery) 3.7.18

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and lead receptionist for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the doctors surgery two weeks before the visit
- The Lead receptionist (Hayley Jones) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the centre one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information Gathering

- How we collected information, comments and observed!
- 2 Surveying/1 Observing/offering general info about HW

Numbers/Data

- 24 written Surveys were completed on the day
- 1 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken-(and have consent)

On the day

Volunteers were briefed on:-

1. The physical/available space
2. How to introduce what we were doing
3. How the rota would work
4. The programme for the day
5. Refreshments and toilets
6. The use of Photographs
7. Introduced to staff
8. Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw (where there is a / next to a comment, this indicates how many people said this)

Survey

Good Experience:-

- “Friendly and helpful receptionists, good doctors who really listen”/
- “Staff pleasant-don’t wait long to be seen” ///
- “Doctors, staff friendly and welcoming”//
- “Never had any bad experiences-all good”//
- “Just registered so don’t know”/
- “Always had good experiences with staff and doctors”/
- “Excellent-I have long term issues but doctor knows me personally, I can be honest with him!” /
- “The follow up to my blood tests was very good, which enabled me to have treatment quicker” /
- “I Took very ill-they reacted within 1.5 hrs (12.5 hrs for ambulance to come) rang my doctor here who came straight out”/
- “Diabetic clinic is good” /
- “Dr Wally-good service. Staff are very good”//
- “Can get a quick appointment”/
- “They delivered medication that I had forgotten”/
- “Great with children”/
- “The care is excellent, mental health-they are skilled and the practice manager is outstanding”/
- “Bowel monitoring positive then referred to BAGH”/
- “Reception seem to be better recently”/
- “Midwife and baby clinic excellent”/
- “Some of the older doctors are more knowledgeable”/

Best thing about the practice:-

- “The friendliness and caring atmosphere” ////
- “Location-not too far (and next to pharmacy)” /////
- “Comfortable”/
- “My needs are always met here-nurses doctors and all staff are very good” /
- “Doctor knows me personally-he lets me know when he is disappointed, I sometimes feel I let him down”/
- “Late opening hours is a very good idea and fir our convenience”//
- “being listened to and attended to quickly-makes me confident that I’m on right path to recovery” ///
- “Patients confidentiality is very important to me”/
- “GP’s and staff are pleasant”///
- “Having my own named Dr-Dr Wally”//

- “Appointment system works”//
- “Can get an appointment if I come early-can’t on phone as it rings forever! /
- “Can get seen quickly”/
- “Open weekends”/

If you could make sure your GP practice kept one thing, what would it be?

- “Knowing then doctors-who you can expect to see”/////
- “Car Parking”/
- “Don’t know-everything is fine” /////
- “Appointments system” ///
- “Dr Wally-he’s great, listens to me and I feel he takes more notice”///
- “Doctors”/
- “Lady doctors, having a cancer specialist and open Saturday/Sunday”/
- “keep practice manager-training other staff, online survey good”/
- “No rationing of dressings and other prescription items”/
- “Out of hour’s services-you phone and they phone you back!”/

One thing to make it better

- “Quicker appointments!”/////
- “Telephone appointments”/
- “No appointments left by 8.10am on the same day” //
- “Nothing ” /////
- “Blood tests-ring up for results and they can’t tell you” /
- “Doctor said I needed a pregnancy test and asked me to ask receptionist for the test but my confidentiality would have been compromised as she knew me personally. I had to buy a kit myself”/
- “Parking”//
- “Sometimes short staffed”/
- “Rang 120 times in one day to get appointment”/
- “Don’t like receptionist asking reason for visit and symptoms”/
- “Surgery open on Saturday but both chemists are closed”/
- “Doctors have difficulty accessing results from UHND-happened several times. Communication and coordination needs to improve”/

Observations

- We observed a nice easy access, open space that was clean, tidy and there was radio music playing in the background, at a comfortable volume
- There was comfortable seating (some at a higher level for user’s convenience) and a clear designated area for children to use.
- Notice boards were very clear and set out well for users, including up to date CQC reports. (Other noticeboards were ‘Support groups’/‘Young Carers’/‘Children and

Young people' info/'Community news'/'Patient reference Group' and 'Screening information')

- Receptionists seem to have enough space to communicate with the patients without being overheard (there was also a sign asking patients to give each other space at reception). Patients seemed to accept and adhere to this instruction
- We observed Children's 'colouring in' work displayed on a large board within the reception area, which created a child friendly welcome.
- We noted a large number of car parking spaces that were constantly in use
- We were asked to sign in and complete patient confidentiality form as well as given a visitor badge to wear
- Patients did not wait long to be seen
- There was an overhead digital screen calling patients to their appointment which expressed a Beep sound also, to draw attention to this
- We observed a TV monitor running offering advice and information on areas such as 'Bring a Friend', other therapies, online appointments and free Childcare.
- Patients were happy to share their experiences here with the Healthwatch Durham representatives.
- We observed good communication between reception staff and patients, professional but friendly-this was pleasant and there was even an odd joke passed back and forth.
- Reception staff managed a difficult situation with confidence and calmness. Clearly staff knew the procedure for dealing with a potentially dangerous situation and handled it accordingly, without disrupting or unsettling other patients.

Photographs

- We took 8 photographs (have consent from individuals)

After the event

- We spoke briefly to the lead receptionist (Hayley Jones) and gave an informal debrief around what we'd generally heard and seen.
- Staff were happy to hear that patients had said nice things about the staff and the services.